ICOMS User Guide for Touchscreen Setup and Administration

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Contents

3.....Setting up the Touchscreen

4.....Installing the On-Screen Keyboard for Touchscreen

5.....Administering the Survey with Touchscreen

Setting up the Touchscreen

*Note: It is recommended that your IT staff assist in setting up the touchscreen.

1. Make sure that you have the touchscreen's power adapter, USB cord, monitor cord, and that the computer is off.

2. Plug the power strip into a grounded (three-pronged) electrical outlet.

3. Plug the computer's power supply into the computer and the power strip.

4. Plug the touchscreen power supply into back of the touchscreen and the power strip.

5. Connect the touchscreen to the computer. There are **two** cords for connecting the touchscreen to the computer: a USB cord and a monitor cable.

    - USB cord: Connect the USB cord from a USB port on the computer to the "Screen" icon on the backside of the touchscreen (on the left side when you are facing the front of the touchscreen).

    - Monitor cable: Connect the monitor cable from the computer to the back of the touchscreen.

6. Turn on the power strip first.

7. Turn on the touchscreen and computer. Once you have logged into the computer, check to ensure that the touchscreen is working properly **before** attempting to administer a survey. Tapping, not dragging, works best when using the touchscreen's cursor.

    - If you do not see a box that says "New hardware is installed", you may have to download the device driver for the touchscreen from the manufacturer's website. ***Please look at the instructions that come with the touchscreen for specific instructions on how to install it***.

    - If you are using a laptop, press Fn+F8 to cycle through the display settings (computer only, computer and touchscreen, touchscreen only). Cycling to the next display modes will take a few seconds. If that keyboard shortcut does not work on your laptop, consult the laptop's user's manual for the proper keyboard shortcut, or ***ask your IT department about how to switch display modes.***

Installing the On-Screen Keyboard for Touchscreen

1. Make sure you are connected to the Internet, and then open a new internet browser window on the computer which will have (or has) the touchscreen attached to it.

2. Go to the ICOMS homepage (http://iowa.telesage.com), click on the link that says 'Touchscreen and PDA Information', and then click on the link under 'Software' that says 'Keyboard setup'.

3. Click 'Run' or 'Open' in the window that asks what to do with the file.

4. Follow the steps to install the on-screen keyboard (Click 'Next' twice, then 'Finish'). You may need to consult your IT department if you are having trouble – the install directory, C:/Program Files, may be set as read-only.

5. Continue through the second installer by clicking 'Next', accepting the license agreement, clicking 'Next', entering your name and organization, clicking 'Next' twice, and finally clicking 'Install'.

6. You must restart the computer after installing and before using the software.

7. It is necessary to obtain a license key for this software. Your IT department should provide you with this code. If you are the IT person or do not have an IT department, you must purchase a license key from Mount Focus here: http://www.virtual-keyboard.com/Order/order.html

8. Once you know it, register it! Click on the 'Start' menu in the lower-left corner of the computer screen, then click on 'Programs', select MountFocus POS from the list of programs, and finally click on 'Keyboard Control Panel' (the first item from the list). Next, click on the third tab labeled 'Register', type in the license key, and click 'Register'.

** Note: The first time you take a survey, you may be prompted to approve the ActiveX control that the keyboard software uses – be sure to click 'Allow', or 'OK', or 'Yes' – otherwise, the on-screen keyboard will not function.

Administering the Survey with Touchscreen

1. Escort the consumer to a touchscreen computer station.

2. Make sure you are logged on to the computer, the touchscreen is on, the computer is connected to the Internet, and, if the computer has a pop-up blocker, that it is turned off.

3. Open Internet Explorer, and go to ICOMS website: http://iowa.telesage.com

4. Log in with your ICOMS username and password.

1. Click, **Web/Touchscreen Survey**, then click, **Begin ICOMS Survey**. If the address bar is still visible, then press F11 to make the survey full-size.

   ** Note: The first time you take a survey, you may be prompted to approve the ActiveX control that the keyboard software uses – be sure to click 'Allow', or 'OK', or 'Yes' – otherwise, the on-screen keyboard will not function.

2. Enter all of the consumer's information, and once you have answered the question that says "Will the consumer (or consumer's representative) take the survey?" change the display settings on the computer until only the touchscreen display is on (See #6 of the "Setting up the Touchscreen" section). If you are using a laptop, lower, but do not close, the screen once the touchscreen display is turned on.

3. Explain to the consumer that on each screen they will see two buttons at the bottom: "Back" and "Next." To go on to the following question, they should touch the "Next" button with their finger. To return to a previous question, they should touch the "Back" button with their finger. When they select an answer to a question, a dot should appear next to their answer. Remind the consumer that uncomfortable questions can be skipped by leaving them blank and clicking on "Next." Emphasize that it is better to skip a question than answer it dishonestly. Then tell the consumer where you will be in case he or she has any questions.

4. Tell consumers to call you if they encounter any difficulties.

5. Cover any cords that run between tables or in walking areas to prevent people from tripping on them.

6. Stay nearby while the consumer takes the surveys to answer questions, provide assistance with difficulties, etc.

7. Once the consumer has finished the survey and reaches the final screen, press Alt+F4 **twice** to close **both** windows. If no other consumer will take the survey for awhile, press Fn+F8 to disable the touchscreen.